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October 26, 2018

VIA: ELECTRONIC FILING

Ms. Carlotta S. Stauffer
Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

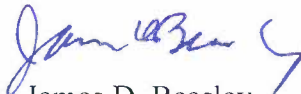
Re: Petition for approval of tariff modifications for protection of its employees, by
Tampa Electric Company; Docket No. 20180182-EI.

Dear Ms. Stauffer:

Attached for filing in the above docket are Tampa Electric Company's responses to
Staff's First Data Request (Nos. 1-6) dated October 19, 2018.

Thank you for your assistance in connection with this matter.

Sincerely,


James D. Beasley

JDB/pp
Attachment

**TAMPA ELECTRIC COMPANY
DOCKET NO. 20180182-EI
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1. Please describe some of the incidents referred to in paragraph four of the petition. Have these incidents increased in recent years?
 - A. Between January 2016 and September 2018, TECO Energy's Corporate Security Department received and documented 49 threats made by Tampa Electric customers to Tampa Electric employees. This number does not include the threats that were not reported to the TECO Corporate Security Department. The number of threats documented by Corporate Security does not appear to follow an upward trend over this period, though the Company remains concerned about any level of threats to employees and believes that the tariff authority being sought in its petition is nevertheless justified.

Threats documented by the Corporate Security Department range from customers releasing their dogs on employees to verbal threats to shoot the employee or murdering everyone at TECO. Attached is a list of the 49 threat issues received and documented by TECO's Corporate Security Department.

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Date	Type of Threat	Case Number
1/26/2016	Cause harm to the technician	16-4057
2/12/2016	Field technician will be shot if they attempt to disconnect his service	16-4070
4/19/2016	Threat of Bombs and Gun	16-4120
4/28/2016	Customer was looking for the technician who disconnected their service and if he found them there would be one less TECO employee	16-4126
4/28/2016	Burn TECO to the ground	16-4133
5/17/2016	Shoot the Technician	16-4150
7/14/2016	Break all of our equipment	16-4195
7/21/2016	Turn their pitbull dogs on the technician	16-4198
8/16/2016	Punch the technician in the face	16-4223
8/17/2016	Shoot the Technician	16-4226
8/24/2016	Shoot the Technician	16-4236
8/29/2016	Shoot themselves if our technician removed the meter	16-4240
9/21/2016	Would come up to TECO and he was ex-military and wasn't afraid of the police	16-4258
9/28/2016	Chop down our pole and start a fire	16-4262
9/29/2016	Shoot the Technician	16-4267
9/29/2016	If tech showed up to disconnect he would be sitting in yard with a gun	16-4268
10/5/2016	Blow up the building	16-4274
10/6/2016	Shoot the tree trimming TECO person	16-4276
10/11/2016	Threatened to find the customer service rep and shoot them	16-4284
10/17/2016	There would be a problem if technician didn't get to his home soon to turn back on his service	16-4288
10/31/2016	There would be a huge issue if the TECO tech disconnected her service	16-4301

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Date	Type of Threat	Case Number
11/16/2016	Break the technicians knee cap	16-4323
11/21/2016	Customer stated he would "F**k up" the next TECO employee that came on his property	16-4324
12/2/2016	Customer would have his dogs attack our technician and he would hurt the tech as well	16-4327
12/16/2016	Knock the security officer's "A** out"	16-4336
3/28/2017	Threatened to "kick our technicians f**king teeth in"	17-4410
4/4/2017	Threatened to "Murder everyone at TECO"	17-4418
4/11/2017	Threatened meter tech with a gun at residence and after TPD arrived he also threatened the TPD officer with the gun as well	17-4425
5/16/2017	Blow up TECO	17-4448
5/19/2017	Shoot out all the transformers	17-4450
5/31/2017	Customer stated he had the right to defend himself if a TECO employee came onto his property	17-4457
10/31/2017	Threatened to kill the TECO technician and will follow him until he gets his service turned back on	0905201809-KS
11/8/2017	Threatened to bash our employees teeth in.	0905201808-KS
11/15/2017	Threatened to kill the technician and follow him around until he gets his service turned back on.	0905201807-KS
11/29/2017	Threatened to come down to TECO because we had messed with the wrong man.	0905201806-KS
12/4/2017	Threatened to hit the technician in the head with a shovel	0905201805-KS
12/4/2017	Threatened to shoot the TECO technician	0905201804-KS
4/6/2018	TECO employees need to watch their back since he was disconnected	18-4565

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Date	Type of Threat	Case Number
6/4/2018	Customer stated "There will be a problem and F**king hell if he saw a TECO employee in his yard"	0802201802-KS
6/14/2018	Shoot the technician	0802201804-KS
7/17/2018	Customer was going to cause physical harm to the company and that was "a threat."	0802201805-KS
8/1/2018	Punch the technician in the face and knock him out	0802201801-KS
8/6/2018	Customer was "going to sit on his power box with a pistol and wait for the tech to get there."	0807201801-KS
8/14/2018	Would release his pitbull dogs on the technician	0816201801-KS
8/28/2018	Would come to TECO and "whip the CSP's a**."	0828201801-KS
9/4/2018	Put hand up to his head like a gun and told our employee not to come back until his solar panel issue was fixed	0906201802-KS
9/7/2018	The last guy that turned his service back on caused some damage inside his home. Don't do it again or I will shoot the SOB with a 410 or 22	0907201804-KS
9/7/2018	The customer stated that, "Tree Inc is our company and they were going up and down and made her feel uneasy and to let them know she was armed and dangerous	0910201801-KS
9/13/2018	He was going to cause bodily harm to any TECO person who steps on his property or the police or may get his rottweiler dog.	0914201801-KS

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- 2.** Referring to the language on proposed tariff sheet No. 5.150, please explain if the “reasonable opportunity” given to customers includes a set time period given for the customer to cease from further actions referred to.
 - A.** In the rare instance where Tampa Electric refuses or discontinues service to a customer because of a threatening situation, Tampa Electric will reconnect service when the safety concern or issue has been resolved. The time period for connecting or re-connecting service to a customer in these situations will vary, depending on the customer’s willingness to ensure a safe environment for our employees. However, once conditions are safe for company employees, Tampa Electric will work swiftly during normal business hours to connect or re-connect service.

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- 3.** Regarding the proposed tariff modification, please state whether customers will be given five days written notice of disconnection pursuant to Rule 25-6.105(5).
 - A.** In situations involving a threat condition, the company anticipates that disconnection will have already taken place, and the customer will have been noticed through normal business operations and notifications in accordance with FPSC rules and Tampa Electric's tariff. Also, it is important to note that Rule 25-6.105(5), F.A.C., includes conditions that do not require 5-day notification.

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- 4.** Please explain what communications with the customer will be attempted in order to address the unsafe conditions and advise of potential resulting action.
 - A.** In the instances where a customer's service has been disconnected and service is being refused because of a threat condition, the company will, as required by Rule 25-6.105(5), F.A.C., notify the customer as soon as practicable of the reason for refusal of service. Also, the company will communicate with the customer by phone, email, or written communication stating the reason why services remain off, and what is required to restore or reconnect service.

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- 5.** Please describe the actions TECO will take if a customer disputes the unsafe conditions and files a complaint with the Commission. Will TECO disconnect service while the complaint is being handled at the Commission?
 - A.** The company will adhere to the requirement for protection from disconnection during the complaint process pursuant to Rule 25-22.032(3), F.A.C., which states that the company shall not discontinue service to a customer because of any unpaid disputed amount until the complaint is closed by Commission staff. However, if service has already been disconnected for cause, and any unsafe concerns or issues have not been resolved, the service will not be reconnected if the customer files a complaint disputing the unsafe conditions. To be required to send an employee to the customer's premises to re-connect service under the threatening condition would put Tampa Electric employees in harm's way, which is what this tariff change is attempting to avoid. Once the threatening condition is resolved to the company's satisfaction, the company will re-connect the customer.

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- 6.** If service to a customer is temporarily or permanently discontinued pursuant to the proposed tariff modifications, please explain which, if any, currently tariffed fees will be assessed to the customer.
 - A.** All fees associated with the reconnection and disconnection of service will follow existing tariff service fees. Expected charges from this activity include reconnect fees following disconnect for cause (\$55.00 – reconnect after disconnect for service disconnected at meter; or \$165.00 – reconnect after disconnect at transformer or service pole) or applicable turn-on charges for new service activation (\$28 – standard connection charge; or \$75 – special, same-day connection charge).